

R 081042Z SEP 00 ZYB

FM COMNAVSUPSYSCOM MECHANICSBURG PA//05//

INFO CINCLANTFLT NORFOLK VA//N41/N6//

CINCPACFLT PEARL HARBOR HI//N41/N46//

COMNAVAIRPAC SAN DIEGO CA//N41//

COMNAVSURFPAC SAN DIEGO CA//N41//

COMNAVAIRLANT NORFOLK VA//N41//

COMNAVSURFLANT NORFOLK VA//N41//

COMSUBPAC PEARL HARBOR HI//N41//

COMSUBLANT NORFOLK VA//N41//

SPAWARSSYSCEN CHESAPEAKE VA//534//

BT

UNCLAS //N05600//

MSGID/GENADMIN/COMNAVSUPSYSCOM MECH/CODE 56//

SUBJ/AUTOMATED TELLER MACHINES-AT-SEA (ATMS) SOFTWARE UPGRADE
/VERSION 2.05.04//

REF/A/NAVSUP MSG/211535Z JUL 00//

AMPN/REF A ADDRESSED PROBLEMS WITH ATM VERSION 2.05.04 UPDATE

DTD JUN 00//

POC/DIANE FITZPATRICK/ATMS-AT-SEA/OPERATIONS MANAGER/NAVSUP 56B

/TEL:717-605-7005/TEL:DSN:430-7005//

RMKS/1. REF A ADVISED SHIPS WHICH HAD NOT INSTALLED ATM VERSION 2.05.04 UPDATE TO DELAY INSTALLATION UNTIL FURTHER GUIDANCE WAS PROVIDED. SHIPS THAT HAD INSTALLED THE VERSION 2.05.04 AND WERE EXPERIENCING PROBLEMS WERE ADVISED TO CALL THE NCR HELP DESK.

2. SHIPS THAT HAVE INSTALLED THE JUNE 00 UPDATE HAVE ENCOUNTERED ONE OR MORE OF THE FOLLOWING THREE PROBLEMS. IF YOU HAVE INSTALLED AND ARE RUNNING THE UPDATE AND HAVE NOT ENCOUNTERED ALL THREE PROBLEMS AS YET, CALL THE NCR HELP DESK FOR HELP WITH PREVENTING THEM FROM OCCURRING.

A. PROBLEM: UNABLE TO PURGE CLOSED OR DORMANT MEMBER ACCOUNTS. THE FOLLOWING ERROR MESSAGE POPS UP: "GENERAL SQL ERROR. INSERT ERROR: COLUMN NAME OR NUMBER OF SUPPLIED VALUES DOES NOT MATCH TABLE DEFINITION." CAUSED BY BAD PURGE MODULE. SOLUTION: CHECK SIZE OF FILE C: BACK SLASH, NAVYDELP, BACK SLASH, PYRDEL2.EXE BY CLICKING ON FILENAME AND SELECTING PROPERTIES. DATE OF GOOD MODULE IS 7/17/00 AND SIZE IS 602,624 BYTES. IF YOUR MODULE IS DATED EARLIER THAN 7/17/00 AND SIZE IS LESS THAN 602,624 BYTES, REQUEST A NEW MODULE AND INSTRUCTIONS FROM THE NCR HELP DESK.

B. PROBLEM: MEMBER CARDS DO NOT WORK AFTER THE PIN IS CHANGED AT THE ATM OR SERVER. ALTHOUGH SYSTEM MESSAGE IS, "PIN CHANGE SUCCESSFUL", THE NEXT TIME THE MEMBER USES THE CARD, "INCORRECT PIN" MESSAGE POPS UP. CAUSED BY INCORRECTLY SET FIT PARAMETERS. SOLUTION: CONTACT THE NCR HELP DECK FOR STEP BY STEP PROCEDURES TO FIX PROBLEM.

C. PROBLEM: RANDOM FILES COPIED FROM A TEMPORARY DIRECTORY ON THE HARD DISK DRIVE TO THE WORKING DIRECTORY ARE EITHER NOT COPIED OR ARE CORRUPTED. CAUSE UNKNOWN. SOLUTION: CONTACT THE NCR HELP DESK. IF THE MISSING OR CORRUPTED FILE CAN BE POSITIVELY IDENTIFIED, A REPLACEMENT FILE CAN BE COPIED.

3. IF YOU ARE EXPERIENCING ANY PROBLEMS WITH YOUR ATM SYSTEM, CALL THE NCR HELP DESK USING NICC DSN 510-42-TOUCH OR 1-877-41-TOUCH, PRESSING NUMBER 6 AT THE END OF EITHER NUMBER.

4. NCR BELIEVES THEY FIXED THE JUN 00 UPDATE SOFTWARE. THEY WILL TEST ON A SMALL NUMBER OF SHIPS IN EARLY SEP 00. IF TEST PROVES SUCCESSFUL, NCR WILL SEND A CORRECTED DISKETTE TO ALL ATM SHIPS BY

LATE SEP 00.//
BT
#0002
NNNN